Bruggemeyer Memorial Library (Monterey Park)

LIBRARY PLAN OF SERVICE
(Section 20440: Appendix 4)

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1. Executive Summary

The Needs Assessment does not identify any new needed services. The public according to the surveys, focus groups and interviews, seem well satisfied with the services types of services currently provided. However, the public wants and needs greater access to these services. They especially mentioned the following services which need to be maintained and expanded –

- ✓ Literacy Program, which helps all ages to learn or to improve their ability to read and write English. The addition will have expanded space and classrooms.
- ✓ Citizenship Program, which helps immigrants to prepare for their interview for Citizenship. The present meeting room is too small for the Saturday class. There also is no room for the tutor to work with those preparing for the exam during or after class because any space is used for other purposes. They usually end up in the Literacy Director's Office doing this. The new larger Multipurpose Room increases the seating for the class itself. Classrooms and group study rooms can also be used.
- ✓ Internet and the classes to help people to use the Internet. To be continued are the classes to teach children and parents how to use the software on the Gates terminals. The Library will be increasing the computer/technology stations from 21 to 92. There also will be a computer lab where Librarians can show people how to use the Internet.
- ✓ Storytimes occur five days a week and include storytimes in Mandarin, Cantonese and Spanish. The Library also has craft programs to tie in with some of the storytimes. These are held in the main Children's Room. The addition should have an Arts and Crafts Room next to the Storytime Room for these programs.
- ✓ International Collections, which includes collections in Chinese, Japanese, Spanish, Vietnamese and Korean. Presently, the shelves are filled to capacity. The addition will provide more space so that staff do not have to weed a book to add a new one.
- ✓ Homework help with volunteer helpers and the tutor.com, which provides homework help over the Internet with live teachers and students. Presently, the homework help program is in the main Children's Room. In the addition, there should be other spaces that can be used for this.
- ✓ Summer and Fall Reading Programs for children through the 6th grade and the Teen Summer Reading Program. The ending party for the Summer Reading Program has to be at Langley Senior Center, because the Library does not have room to host the party.
- ✓ Cultural programming, book discussion group, parenting programs, speakers and other programming. Sometimes, the Library has had to move its programs to City Hall because the meeting room cannot hold enough people. The audience for many events exceeds the legal capacity of the room. The Multipurpose Room will have room for 25 percent more capacity than the present meeting room.
- ✓ Being open seven days a week. Many wanted even more hours of opening. The Plan of Service calls for increasing open hours to 65 per week from the present 57.

- ✓ Friends Bookstore and booksales. The Friends Bookstore will have more space including an area to go through the gifts for the Bookstore and to set others aside for the booksale.
- ✓ Books on tape. The Library is out of space for this Collection. The expansion will have more room.
- ✓ Multilingual staff – Staff speak Mandarin, Cantonese, Spanish, Vietnamese, Japanese and Tagalog.
- ✓ Access to the OPAC is in English, Chinese, Japanese and Spanish.

The public identified problem areas and areas that need to be expanded.
- ➢ Noise in the Library – This was the number one problem mentioned in the surveys. There are just too many people in too small a space. Many of the children and teens want to visit or are required to do group study whereas other students and adults want it quiet for study and research. An area of the first floor should be renovated into a Quiet Room for those who want it quiet. Group study rooms should be created separate from the reading areas.
- ➢ Seating – Weekday afternoons frequently there are no places for people to sit in the Library which causes some of the teens to sit on the floor in the stacks. The Building Program increases the open seating from 201 to 300.
- ➢ Collections are too crowded – The Building Program provides for additional space for all the Collections. The Chinese, Japanese, Spanish and Vietnamese Collections are very crowded. To add a book means that something needs to be weeded. It is the same in all areas of the Children's Collection. The Children's Department needs to double the area that they have for collections and services. The VHS Collection is out of space. The tops of the shelves are being used to shelve the videos. The Library needs to add a DVD Collection, but there is no space. The Building Program expands the space for all these Collections.
- ➢ Teens need their own space – The books for teens are crammed into a completely inadequate space adjacent to the audiocassettes. Only one person at a time can get into the space to see what may be on the paperback racks or on the shelves. There is no place for teens to sit and study or relax. There are no computers in this area. The Building Program needs to plan a welcoming space for teens which would be away from children and adults and house their books, magazines and computers.
- ➢ Parking – Afternoons and weekends there are often no places for those using the Library in the parking lot to park. To address this need the Library has purchased additional land from the owners of the Children's Village. Some of this land will be swapped with the Methodist Church for the children's playground east of the Library. This playground area and the rest of the land purchased from the owners of Children's Village will be turned into a parking lot. This will practically double the amount of parking spaces.

Bruggemeyer Memorial Library
PLAN OF SERVICE

2. Mission Statement

The mission statement of the Library as adopted by the Library Board of Trustees:

> *The mission of the Bruggemeyer Memorial Library is to meet the*
> *cultural, educational and informational needs of the residents of the*
> *City of Monterey Park by providing free and open access to its*
> *resources and services.*

The library serves the residents, city employees and business community of the City of Monterey Park by –
- Acquiring, organizing and maintaining a diversified collection of books and non-print materials;
- Encouraging and promoting independent lifelong learning;
- Providing reference assistance to answer personal, business, educational and job-related inquiries;
- Providing recreational reading, listening and viewing opportunities;
- Providing access for patrons to materials and services in other libraries;
- Preserving Monterey Park's heritage by collecting local information and materials of historical significance.

The Bruggemeyer Memorial Library is open 57 hours a week – Monday through Sunday – and provides a wide range of library and information services and programs to its service area, including individuals of all ages, walks of life and backgrounds. Special activities and strengths include a literacy program (LAMP) which includes an English-as-a-Second-Language component and a citizenship class and an international collection of 27,000 non-English language items with an emphasis on Asian materials, housed in the Library's International Room.

Programs and Services – Presently offered

The Library's organization and staffing support its mission. Program and service areas as outlined in the Library's Organization Chart are described below.

Library Administration

Library administration is responsible for the overall management, coordination and promotion of the Bruggemeyer Memorial Library. Specific service objectives include:
- Assist the Library Board of Trustees to develop policies which reflect sound administrative management and provide free and open access to library services for all.

- Coordinate with the Friends of the Library, Monterey Park Library Foundation, Inc. and other community agencies and organizations which support and enrich Library programs.
- Supplement library budget appropriations through entrepreneurial activities and the development of gifts and other alternative sources of funding to finance Library automation and non-traditional services and programs.
- Analyze Library collections and usage as well as changes in community needs for information services and develop/implement plans which best fulfill the identified needs.
- Network and share resources with other state and local libraries, actively participate as a member of the Metropolitan Cooperative Library System (MCLS) and the Arroyo Seco Library Network.

Reference/Adult/YA Services

This program provides reference, informational and research assistance to the public; assists adults and children in locating and using library materials; provides professional level expertise in the selection and management of the Library's adult/young adult print, audiovisual and electronic collections; plans the exhibits and programs for adults and young adults. Specific service objectives include:
- Maintain a Reference Desk service through answering in-person, telephone, E-mail and Internet requests for information and advise adults and young adults in the use of materials and services through individual instruction.
- Show and train community members on how to locate materials and information through the public Online Public Access Catalog (OPAC), electronic databases and the Internet. Train community members in the use of databases and the Internet.
- Conduct Library tours and provide instruction in the use of Library materials and services for school classes, community organizations and other interested groups.
- Select print and audiovisual materials for adults and young adults in various languages used in the community to meet the identified educational, informational and recreational needs of the community.
- Review on an annual basis the demographic characteristics of the City of Monterey Park in order to keep the Library's collection current with the composition of the community.
- Target the informational and educational needs of the community by working with community and government groups and respond with appropriate library services and materials.
- Schedule cultural and educational programs for the community that reflect the needs and desires of Monterey Park residents.
- Encourage reading and improve literacy by conducting a Teen Summer Reading Program for youths, ages 12-17 years.

Circulation

This program maintains and services the Check-out Desk, which serves as the point of contact in the Library for the majority of patrons. Circulation Services staff represents the Library to the public. The program is also responsible for the operation of the Library's loan services for all circulating print and nonprint materials to eligible card holders. Specific service objectives include:

- Interpret Library circulation policies established by the Library Board.
- Maintain an up-to-date online patron file and ensure privacy of records and information from unauthorized inquiries.
- Check in and check out all circulating library materials; maintain book and nonprint collections by shelving returned materials in a timely manner and conducting an ongoing shelf reading program to ensure materials are in proper order and available to the community.
- Prepare and send notices to cardholders for overdue, lost or damaged materials and holds; calculate and collect the resultant fines and fees; record and deposit money daily.

Children's Services

This program provides children's services for the Library to the community. It provides a full range of library services from infancy through the sixth grade; assists children, teachers and parents in locating and using Library materials in the Children's area and conducts the Summer Reading Program and other programs. Specific service objectives include the following:

- Answer in-person and telephone requests for information and advise the community in the use of materials and services through individual instruction; operate the Children's Reference Desk.
- Instruct the community on locating materials and information via the OPAC, electronic databases and the Internet.
- Conduct library tours and provide instruction in the use of library materials and services for school classes, community organizations and other interested groups.
- Select print and audiovisual materials for children in the languages used in the community in order to meet the identified educational, informational and recreational needs of residents.
- Review on an annual basis the demographic characteristics of the City of Monterey Park in order to keep the children's collection responsive to the community.
- Identify and target the informational needs of the community and work with community and governmental groups and respond with appropriate library services and materials.
- Encourage reading and promote the pleasure of reading by conducting storytimes for preschool through third grade students.
- Encourage reading and improve literacy by conducting a Summer Reading Program and a Fall Reading Program for preschool through sixth grade students.

- Schedule cultural and educational programs for children that reflect the needs and desires of Monterey Park residents.

Literacy

The LAMP (Literacy for All of Monterey Park) Literacy Program is a library-based program that has been serving the residents of Monterey Park since 1984. LAMP recruits and trains volunteers to tutor children and adults in one-to-one or small group settings. Tutors help students to reach their personal goals in one of LAMP's six program areas: Adult Basic Education, English-as-a-Second Language (ESL), U.S. Citizenship preparation, Families for Literacy, English Language and Literacy Intensive for K-12 level students and their families and 2nd-12th grade tutoring. Specific service objectives include the following:
- Select print and nonprint materials appropriate to the interests and abilities of the program's participants.
- Recruit, train and match tutors with learners.
- Network with neighboring literacy programs, community agencies and local businesses to provide literacy activities in response to the community's needs.

Technical Services
This program is responsible for ordering, receiving, cataloging, and preparing for public and staff use all new print and nonprint materials received by the Library and maintaining the Library's automation system and the Library's online database of holdings. Collection maintenance and the repair and upkeep of all print and nonprint materials, fall within this program. Staff troubleshoot PCs, printers, network connections and telecommunication problems. Specific service objectives include:
- Order on OCLC and receive all materials; process invoices for print and nonprint items selected for purchase by Public Service Librarians and by the LAMP Program utilizing the acquisitions module of INNOPAC. Coordinate and monitor budget allocations and expenditures.
- Catalog all new purchases and gift materials (including Chinese, Japanese, Korean, and Spanish language titles) either OCLC or by original cataloging.
- Manage and administer, in conjunction with the City Librarian, the Library's integrated automation system and assist as a liaison with the vendor Innovative Interfaces, Inc. Coordinate and monitor budget allocations and expenditures utilizing the acquisitions module of INNOPAC.
- Troubleshoot Gates and other Internet and word processing computers, printers, peripherals, network software and telecommunications connections.
- Maintain the physical condition of the collections by managing the processing of all new print, nonprint and gift items for public and staff use, repairing damaged items, repacking and reprocessing some and sending appropriate materials to the bindery.
- Facilitate a selective inventory of portions of the collection and maintain appropriate statistical data on holdings and records.
- Borrow and lend materials via interlibrary loan and keep statistics.
- Organize and maintain the Library's Federal documents collection.

3. Goals, Objectives, Roles and Service Indicators

Goal 1. The Library facility will be a 21st Century Library.

- Objective 1: At least double the size of the current facility in order to provide space for the expanded services and double the parking.
    - ✓ Apply for Proposition 14 grant funds which will be matched by Measure C, $650,000 additional City funds and $450,000 from a fundraising campaign. **COMPLETED**
    - ✓ Conduct a fundraising campaign from February to June to raise the $450,000. **COMPLETED**
    - ✓ Negotiate with the owners of Children's Village to purchase part of the property for parking and part to exchange with the Methodist Church for their children's playground area which will be turned into parking. **COMPLETED**
    - ✓ Be awarded the Proposition 14 grant and collaborate with the State Library, architect, Building Committee and Library Board on the design for the building expansion and help execute the approved design with the contractor so the addition will be ready for public use in 2005.

    Response to the information gathered in the Needs Assessment: The Needs Assessment shows that there is a need for more space for Collections, computers, Quiet Area, Group Study Area, tutoring area, homework etc. The addition and the renovation of the present Library will address these needs. The Needs Assessment also shows that there is a need for more parking. The purchase of land and the swap of land will increase parking by 89 spaces – just about doubling the current 108 spaces.

    Service Indicator:
    - ➢ Success will be measured via usage of the expanded facility and comments from the public.
    - ➢ Success will be measured by people being able to find a space to park and a lack of complaints about parking.

- Objective 2: Expand access to computers so that people can use them more than a half hour per day and make the areas adaptable to future technologies.
    - ✓ The number of public computers and technology stations are to increase from the present 21 to 92.
    - ✓ Increase outlets for the public to plug in their laptops when they come to the Library.
    - ✓ Change the Library Board Policy to allow an hour or more computer usage if no one is waiting.

✓ Install software to allow people to sign up for computers and at the same time monitor the time used.

Response to the information gathered in the Needs Assessment: The Needs Assessment shows that there is a need for more computers and Internet access. People want to be able to use computers for more than a half hour per day.

Service Indicator:
➢ Success will be measured by people not having to wait to use the computers.
➢ Success will be measured by people finding a place at tables and carrels to plug in computers and not having to run cords across the floor to outlets.

- Objective 3: Reduce the noise problem in the Library.
  ✓ Build a Quiet Room for those who want no noise to use to study, do research and read.
  ✓ Build Group Study Rooms for those who want to study as a group.
  ✓ Establish a Teen Center using paperback racks and other means to keep the noise in that area.
  ✓ Move Children's services and Literacy to a different floor to keep the noise away from those who want it quieter.

Response to the information gathered in the Needs Assessment: The Needs Assessment shows that there is a noise problem in the Library. Some of the problem is caused by too many people in too little space. Others are caused by people who want quiet for study and others who need to study as a group. The children tend to be noisier and with Children's on the same floor the noise spills over into the adult areas. Literacy tutors have little tutoring space so they end up tutoring in the main reading room which contributes to the noise problem.

Service Indicator:
➢ Success will be measured by few, if any, complaints on noise.
➢ Success will be measured by those who need Group Study Rooms having one available. Staff will keep statistics on the usage of these rooms.
➢ Success will be measured by people who want it quiet being able to find a seat in the Quiet Room.

- Objective 4: Improve and expand the Collections and have a variety of formats.
  ✓ Double the area for the International Collections.
  ✓ Double the size for Children's.
  ✓ Increase the space for the Non-Fiction Collections.
  ✓ Triple the space for the Teen (YA) Collections.
  ✓ Establish a DVD Collection.
  ✓ Increase the CD Collection.

Response to the information gathered in the Needs Assessment: The Needs Assessment shows that the Collections need to be improved and enlarged. The present Chinese, Japanese, Spanish and Vietnamese Collection shelving in the International Room is at capacity. To add an item means an item needs to be removed. The Children's Collections have the same problem. The only time there is room on the shelves is during the Summer Reading Program when thousands of books are in Circulation. The Video Collection is presently shelved on top of the shelves with no place else to expand. If so many of these were not constantly in circulation, there would be stacks of videos on the floor. Patrons are requesting a DVD Collection, but there is no space to add such a collection. There is room for only one person at a time in the Teen Collection. There is no room for anyone to sit down unless they squeeze in on the floor between the audiocassette case and the shelving which some have done. It does make it practically impossible for anyone else to get to the books when someone does this. The teens are requesting space. There are also requests in the Needs Assessment to improve the collections. Some of Measure C (the local tax measure) is being used to purchase Children's books which have contributed to the overcrowding. There are also funds to purchase materials for other collections. With Proposition 14 funds, these funds should be able to be used to improve the collections as the people have requested. The Library can also work to get more gift books for the collection with space to put them. Evergreen Bookstore just donated 13 boxes of books in Chinese. It would have been nice to put these all on the shelves without having to weed other books to find space. The new addition will allow this. The City has contacted with the embassies for China and Taiwan. Those contacts have generated gift books for the Library and could generate more if space allowed. The Library has a collaborative arrangement started via the Partnerships for Change grant which could generate gifts of materials of interest to Latinos, but there is no place for the gifts.

Service Indicator:
  ➢ Success will be measured by increased size of the Collections.
  ➢ Success will be measured by increased circulation of Library materials.

- Objective 5: Increase seating for the public including providing seating at carrels, tables and easy chairs.
  ✓ The seating in the Library needs to be increased by at least half again as many seats. It is projected that the seating will increase from 201 to 300.
  ✓ Seating at study carrels need to increase. It is projected that study carrel seating will increase on the first floor from 16 to at least 40.
  ✓ Easy chair seating needs to increase from the present sixteen.

Response to the information gathered in the Needs Assessment: The Needs Assessment shows that there is not enough seating in the Library. Children, adults, teens, students, teachers, businesspersons and tutors, all indicated a need for more seating space. Afternoons and weekends frequently find the teens and preteens sitting on the floor in various places in the Library because table space is

not available. The Library has easy chair seating, but it is not enough and where the people would like it. Most of the easy chairs are crammed in the International Room because there is some floor space. A book truck can barely get between the chairs. The rest are in various areas of the Library, which do not really allow people to relax – e.g. three are next to the water fountain.

Service Indicator:
- ➢ Success will be measured by people finding chair space of the kind they want. If they do not, they will complain.
- ➢ Success will be measured by there being unfilled chairs in the Library.

- • Objective 6: Expand public access to literacy services.
  - ✓ Have classroom space to do tutor training and for tutors to teach small classes of learners. The classrooms would be electronic so tutors and staff use multimedia in instruction.
  - ✓ Have tutoring cubicles for tutors to use with learner(s).
  - ✓ Have a Collection of easily available supplemental literacy materials for the tutors to use and check out of the Library.
  - ✓ Have a computer lab to teach tutors what is available on the Internet to help tutors to use with their learners.
  - ✓ Provide private space for those who do not want others to know they cannot read.

Response to the information gathered in the Needs Assessment: The Needs Assessment shows that there is not enough space for the literacy program. The program with 250 tutors and 1,250 learners is beyond the capacity of the Library. Once the meeting room, and conference rooms fill up, the tutors have to use the main reading room of the Library. As a result, tutors afternoons and weekends are competing with regular Library users for the limited space available. The tutors taking over the meeting rooms means there is limited space for Library programs and meetings of outside groups because literacy usually has the space first. Many of the tutors have taken to tutoring elsewhere. They should be able to find space in the Library. Literacy does very little recruitment for learners because the Library is beyond capacity to handle more.

Service Indicator:
- ➢ Success will be measured by increased numbers of learners in the program.
- ➢ Success will be measured by tutors being able to find space to tutor in the literacy area.
- ➢ Success will be measured by the literacy program being able to do public relations to recruit more learners because the Library can handle more.
- ➢ Success will be measured by the circulation statistics for the literacy materials.
- ➢ Success will be measured by the usage of the computer lab for tutoring.

- Objective 7: Expand public access to the Citizenship Program.
  - ✓ Have a meeting room which will handle up to 100 people at a time for this heavily used program.
  - ✓ Add a Citizenship class on Sunday afternoon.
  - ✓ Have areas where tutors can work with small groups or one-on-one on practicing for the IRS Citizenship exam.

  Response to the information gathered in the Needs Assessment: The Needs Assessment shows that the Citizenship Program needs to be expanded. Saturday morning when the Library opens, staff know to get out of the way of the attendees for the Citizenship Class because they all want to be first to get the seats at the tables as those who are later will either have to sit on chairs in the back of the room or stand on the sides or in the door way because there is no more room. It was especially interesting during the time of the VITA Income Tax Sessions. Before the Library opened staff had to organize those waiting to come in, into two lines – one for each service. VITA came in first, as the line was a little shorter. The City has not had a Fire Marshal for a while, but is in the process of hiring one. If he or she comes by Saturdays, he or she will have to make some of the people leave because attendance exceeds what the room allows.

  Service Indicator:
  - ➢ Success will be measured by increased attendance at the Citizenship class in the new expanded multipurpose room.
  - ➢ Success will be measured by increased numbers of people passing the IRS Citizenship exam.
  - ➢ Success will be measured by adding additional Citizenship classes.
  - ➢ Success will be measured by tutors finding places, other than staff offices, to work with the students.

- Objective 8: Expand the homework help program and continue tutor.com. or other Internet homework help.
  - ✓ Recruit and train more volunteers to help with the program.
  - ✓ Use space in the expanded area in Children's for this program. The space may be the Arts and Crafts Room and/or the Storytime Room.

  Response to the information gathered in the Needs Assessment: The Needs Assessment shows that the parents want more help for their children with their school work. There is a heavy emphasis in the Asian communities of Monterey Park for their children to learn and to get ahead. They bring their children into the literacy program for help with their English. The program finally had to stop accepting children who were reading at grade level or beyond because of the lack of tutors. The parents also want their children to have help with the rest of their homework. Children's has no room for the program, but the Library does the program by taking over a table or two of the public tables in the Children's area. The new addition will have space to use for this service. In addition, it will have

more computers which can have homework help on them. Teens also will be using the computer homework help program.

Service Indicator:
- ➢ Success will be measured by more children using the service.
- ➢ Success will be measured by more teens using the service.
- ➢ Success will be measured by increased number of questions being answered.

- Objectives 9: Expand the Children's Services Program.
  - ✓ Have more class visits.
  - ✓ Have additional storytimes.
  - ✓ Have additional craft programs.
  - ✓ Expand the Summer and Fall Reading Programs.
  - ✓ Continue the five times a week storytimes. Every Thursday the Library has a Spanish bilingual storytime. On the first Monday at 3:00 P.M. there is a storytime in Mandarin and at 3:30 in Cantonese.

Response to the information gathered in the Needs Assessment: The Needs Assessment shows that the public wants closer ties with the schools and more programming. Children's has class visits, but due to limited space, classes with more than 20 students are hard to accommodate. There is no place for craft programs except in the Children's reading room where others are trying to study. The new addition would have an Arts and Craft Room and a Storytime Room. Children's special programs have to fight for space with the literacy program and the adult programming for the multipurpose room. The ending party has to be at the Langley Senior Center because the Library does not have the space for the program. The new addition will have expanded areas for programming and a much larger multipurpose room. The multipurpose room will also be electronic and may have the ability to do teleconferencing via satellite.

Service Indicator:
- ➢ Success will be measured by increased attendance at Children's programs.
- ➢ Success will be measured by the increased class visits.

- Objective 10. Improve Teen (YA) Services
  - ✓ Establish an area with seating which includes the YA Collection and computers.
  - ✓ Expand the YA Collection – i.e. expand the YA Paperback Collection.
  - ✓ Continue and expand the Young Adult (grades 7-9) Summer Reading Program to encourage teens to keep reading during the summer so that they will be ready to keep up with their classes when school starts in the fall and to develop an enjoyment of reading.

Response to the information gathered in the Needs Assessment: The Needs Assessment shows the need for teen space and teen programming in the Library.

The addition to the Library will provide the space. The Teen Summer Reading Program, including speakers on topics of interest, will provide some of the programming need. Some of the speakers are a Teen author, a former professional basketball player, a well-known local coach, a speaker on comic book art, etc. The Library will count the number attending and survey the attendees on what they thought of the speakers. The Library will maintain a file of those who register for the Summer Reading Program, how many complete the program and the number of books read. Participants in the program will be asked to do book reviews which will be published at the end of the summer.

Service Indicator:
- ➢ Success will be measured by increased usage of the Library by teens.
- ➢ Success will be measured by increased teen Library card registrations.
- ➢ Success will be measured by increased registration and completion of the Teen Summer Reading Program.

- Objective 11. Expand Reference Services and programming.
  - ✓ Acquire a cordless phone for Librarians to take with them to the stacks in order to answer patron calls while helping someone in the stacks.
  - ✓ Increase double coverage to busier times so there are two people who can help the lines of people at the desk.
  - ✓ Continue with the Metropolitan Cooperative Library System the 24/7 Reference Service over the Internet.
  - ✓ Continue semi-monthly cultural programming and special events programming and publicize the programs more.

Response to the information gathered in the Needs Assessment: The Needs Assessment shows a need for additional services and programming. The 24/7 service over the Internet may help in the request for more services. The surveys said they want cultural and other programming. The Library does a great deal of programming. It may be that the Library needs to find a way to let the public know about the programs. The City publishes CASCADES, which is a monthly newsletter that goes to every home in Monterey Park. The Library uses this, flyers and newsreleases to publicize its programs. The Library is currently working with a Partnerships for Change Committee, which may help advise or publicize the program.

Service Indicator:
- ➢ Success will be measured by increased number of Reference questions.
- ➢ Success will be measured by increased usage of 24/7 Reference Service.
- ➢ Success will be measured by increased attendance at programs.

- Objective 12: Increase hours of opening.
  - ✓ Do a survey of the community to find out what hours are needed.
  - ✓ Investigate using Measure C funds, if available, to staff the increased hours.

Response to the information gathered in the Needs Assessment: The Needs Assessment shows that the public wants more hours of opening. Times mentioned were Sunday and Friday evening. Friday at 6:00 P.M. the Library is not busy, but Sunday at closing the Library is. This though should not be the deciding factor. The Library needs to do a survey just on the hours and to talk to the schools on their needs for class visits. Depending on the cost of the Library, there may be funds which could be used to hire additional staff for the Library to be open additional hours.

Service Indicator:
  ➢ Success will be measured by comparing the usage during the additional hours to usage at other times to make sure these are the needed hours of opening for the community.

- Objective 13: Improve web access to the Library and its resources.
  ✓ Add additional databases along with remote access.
  ✓ Translate Library web pages into Chinese, Japanese, Spanish and Vietnamese.
  ✓ Be able to renew library materials over the web.
  ✓ Be able to put holds on Library materials over the web.
  ✓ Continue teaching Internet courses in English and Mandarin each month. Teach classes in Cantonese, Spanish and Vietnamese on a regular basis. Make these courses be hands-on. Investigate teaching a little more advanced courses than the present elementary level.

Response to the information gathered in the Needs Assessment: The Needs Assessment shows that the public wants to access the Library from their home and business. They want to be able to access information about the Library via the web in various languages. The web pages need to be translated into Chinese, Japanese, Spanish and Vietnamese. The Library will evaluate the present databases and determine which ones to keep and which ones may need to be added. Staff will continue to teach the Internet courses, but look for volunteers to help with some of the courses in Cantonese, Vietnamese and Spanish. Volunteers may also be willing to help teach the advanced courses.

Service Indicator:
  ➢ Success will be measured by hits to the web page.
  ➢ Success will be measured by the number of people attending the classes, and the evaluations they turn in at the end of the classes.

- Objective 14: Improve the OPAC system by going to Innovative Interface's Millennium.
  ✓ Replace all dumb terminals with PCs or network PCs.
  ✓ Install a self-checkout system near the Circulation Desk.

Response to the information gathered in the Needs Assessment: The Needs Assessment shows that the public wants a self-checkout system and to be able to

use the same terminals to access the Internet if there is nothing available in the library. It will also allow staff and the public to quickly go between checking their patron record to checking the catalog to searching for a periodical article because it is Windows based. Innovative Interfaces is phasing out the dumb terminal system.

Service Indicator:
  ➢ Success will be measured by circulation statistics from the self-checkout system.
  ➢ Success will be measured by the how fast Library materials are checked out.
  ➢ Success will be measured by patron comments on the new system.

- Objectives 15: Replace and expand restroom facilities.
  ✓ Increase the facilities and have them available on both floors.
  ✓ Make the facilities handicap accessible.
  ✓ Hire an additional part-time janitor.
  ✓ Have a diaper changing area.

  Response to the information gathered in the Needs Assessment: The Needs Assessment shows that the public thinks there are not enough restrooms and that they smell. Only one of the restrooms is handicap accessible. It is the one in Children's and is a one person at a time. The addition would make all the restrooms accessible.

  Service Indicator:
    ➢ Success will be measured by lack of complaints about the restrooms.
    ➢ Success will be measured by the lack of lines at the restrooms.

Goal 2: The Library needs to be an integral part of the community.

- Objective 1: Coordinate more with the schools
  ✓ Continue the "School of the Month" Program where the school honored that month will display artwork in the Library and bring classes to visit the Library.
  ✓ Staff will attend new teacher orientation programs to tell about the Library.
  ✓ Staff will visit the schools to talk to the teachers and the school librarian about Library programs.
  ✓ Staff will do storytimes and/or booktalks in the classes.
  ✓ Staff will make presentations to the PTAs about the Library and its services.
  ✓ LAMP Literacy will continue to work with the schools to encourage parents to read to their children.

  Response to the information gathered in the Needs Assessment: The Needs Assessment shows that the public wants more coordination with the schools. The LAMP Literacy Program is working with Ynez and Bella Vista on a program to

teach parents to learn to read and to read to their children. Next year this program will be expanded to Robert Hill Lane School. Children's staff do visit the schools, but they need to do more storytimes and/or booktalks in the schools and to try to coordinate more with the teachers.

Service Indicator:
> ➢ Success will be measured by contacts made with the schools.
> ➢ Success will be measured by increased numbers of children and teachers using the Library.

- Objective 2: Outreach more to the southern part of Monterey Park.
  - ✓ Distribute flyers about Library services via the churches and schools.
  - ✓ Continue to work with the Partnerships for Change Group. Many of these Latinos live in southern Monterey Park. We need to try to have the programs and materials that they want in the Library.
  - ✓ Coordinate with the City's Spirit bus to see if it is possible to supply free transportation to the Library.

  Response to the information gathered in the Needs Assessment: The Needs Assessment shows that the people in southern Monterey Park need better Library service. Some of this input is because the older residents remember the bookmobile that served the area up until the late 1970s. The Library eliminated that service with Proposition 13 cuts. The Library lacks the funds to restart the service. The Library Board considered a branch in the south part of Monterey Park, but the Library lacks the funds to build and staff such a facility. Monterey Park is only 7.72 square miles. The Bruggemeyer Memorial Library is a little to the north of the center of the City, but can easily be accessed via public transportation. The distance from the southern most part of the City is a little over two miles. All City bus lines end less than a fourth of a block from the Library. The issue seems to be more to let the people in southern Monterey Park know about the services and to encourage them to come to the Library.

  Service Indicator:
  > ➢ Success will be measured by increased Library card registration from those who live in the southern part of the City.

- Objective 3: Participate in more City events to make the community aware of the Library.
  - ✓ Participate in the first Sunday in August "Kids' Day" Program.
  - ✓ Participate in Play Days.
  - ✓ Continue participation in Harmony Month activities including the essay contest.
  - ✓ Continue participation in the Cherry Blossom Festival.
  - ✓ Participate in "Cinco de Mayo" program.
  - ✓ Continue participation in the 4th of July program.
  - ✓ Participate in the Lantern Festival for Chinese New Years.

- ✓ Continue participation in the Chamber of Commerce's monthly mixer.
- ✓ Continue participation in the Chamber of Commerce's monthly luncheon.
- ✓ Encourage staff to belong to community organizations. Presently staff belong to the Chamber of Commerce, Rotary, Soroptomist and the Woman's Club.

Response to the information gathered in the Needs Assessment: The Needs Assessment shows that the some members of the public are unaware of the Library and its services.

Service Indicator:
- ➢ Success will be measured by increased awareness of the Library and its services to be determined by a future survey.
- ➢ Success will be measured by increased circulation statistics.
- ➢ Success will be measured by increased Library card holders.

4. Types of Services to be Offered/Implementation Plan

The Service Plan of the Bruggemeyer Memorial Library has evolved and been refined during the Needs Assessment process. The Service Plan for the Library must reflect the community's vision of its Library. Community input, Library staff input, interviews with community leaders and a general review of like community library systems have contributed to the service plan for the Library. Key elements of the Plan form the basis from which the needed facility size can be estimated and take into consideration the high priority features identified through the community and staff involvement process. There are few new services that the Library will be starting. The Library, though, will continue to expand its present services that it presently is doing. Most of the services are hindered by a lack of space. A summary of the features of the Plan of Service, which will affect building size, is below and in the table that follows.

The new services planned are –

A. **Teen or YA Services** – The Library has a Teen Summer Reading Program each year with speakers. The Library also has an active Junior Friends (14-18), who help in the Library. They do the annual Easter Egg Hunt and have had a Haunted House and a Mystery Theater for Halloween. Measure C will fund a new YA Librarian position to work with teens. In addition, to the activities already mentioned, the Library plans the following in the new expanded Library –
   ✓ Establishing an area which will include tables, easy chairs, books and computers for teens.
   ✓ Doing booktalks and library presentations in the schools to try to encourage Library usage.

B. **DVD Collection** – The community is starting to ask for this collection in both the adult/YA and children's areas of the Library. Presently, there is no room for another collection. In the renovated part of the main floor there will be room for this collection.

The other services expand what now exist. All services will be available during the 57-65 hours a week that the Library is open. The following are the most heavily used services of the Library. They also are the ones mentioned in the Needs Assessment. Section 3 also gives additional information on these services and future plans.

   ❖ **Increased hours of opening** – The Library will survey the public and the schools about what hours may be needed. Any leftover Measure C funds can be used to hire staff to increase the hours of service.

   ❖ **Literacy tutoring** – The Library has about 250 tutors in the program who each year help about 1,250 learners. The learners receive about 15,000 hours of

instruction. Some is done in small classes, but most is done on a one-to-one basis. The community has expressed and demonstrated a real need for this service. There presently are 100 people on the waiting list. The Library does not have the space for these tutors. The addition will provide space on the second floor for tutors to use and classrooms for the classes. The LAMP Literacy Program Administrator will continue to write grants to help with the funding of the day-to-day operation of the program. The LAMP Literacy Program has established a coalition of other service providers in the community including the adult education program. They have started applying for grants together.

❖ **Citizenship classes –** The Library has about 60-80 in the Citizenship classes. The size varies, but most Saturday mornings they fill the meeting room. Two volunteers teach the class. During and after the class one of the volunteers takes a small group away to practice for the IRS interview because these are scheduled very soon for the test. The only place she can find to do this is the LAMP Literacy Program Administrator's Office. In the new addition, there will be rooms that she can use to help the people.

❖ **Homework help –** Monthly, volunteers help 100-150 children with 700-1200 homework questions. The Library continues to recruit and train volunteer helpers. In addition, the Library has an LSTA grant for tutor.com, which provides homework help over the Internet. In May 60 children and teens made use of this service. Plans are to expand the computers have homework help so that more children and teens can make use of the computers.

❖ **Children's Collections and Services** – Children's has storytimes five times a week including a Spanish bilingual storytime. On the first Monday of each month at 3:00 P.M. storytime is in Mandarin and at 3:30 in Cantonese. The Library plans to maintain these storytimes and perhaps add a storytime on Monday and/or Friday if a volunteer can be found to do the storytime. In addition, Children's staff will be trying to determine if there is a need for a storytime in Vietnamese. If there is, they will look for a volunteer to do that storytime. Children's already has a Summer and a Fall Reading Program, which they will continue. They have monthly craft programs which may be more frequent with the new Arts and Crafts Room. They will be looking for volunteers to help expand these programs. Children's also has special storytimes for various holidays and events – e.g. Chinese New Year, Cherry Blossom Festival, Earth Day, Easter, "Cinco de Mayo," Mexican Independence Day, Halloween, Thanksgiving and Christmas. Plans are to continue these. Children's will also continue the monthly training on the usage of the software on the Gates-donated computers. They will continue having classes visit the Library, exhibiting school artwork, visiting schools, etc. Children's will add DVD and CD Collections, plus expand the other collections. Measure C funds can be used for this purpose.

❖ **Reference/Adult Services –** Reference/Adult Services do monthly beginning classes on using the Internet. These classes are not hands-on, but once a person

has taken the class, he or she can sign up for one-on-one tutoring on the Internet. In the new addition, staff will be able to do hands-on classes with learners on the Internet in the computer lab. They also will be able to do more advanced searching classes. The Library presently has a beginning class in Mandarin. The Library will do classes in Cantonese, Spanish and Vietnamese, if there is a need, in the computer lab in the new Library. The Library participates in the Metropolitan Cooperative Library Services 24/7 Reference Service over the Internet. The Library will continue to do this. Reference staff will continue to answer Reference questions in-person, by FAX, via E-mail and over the web. The new portable phone will allow staff to answer the phone while helping the public in the stacks. The Library will continue to do adult or family programming on varying topics as it has for the last seven years. The larger multipurpose room and the other rooms will help in the Library programming. The weekly Prize Books Discussion Group will continue. There also will be book discussions on special topics as has been done in the past. Staff will continue to give talks to community organizations and will give tours of the Library. The expanded collections will serve the community well, and the Reference Department in answering Reference questions.

- ❖ **Media Services** – As mentioned earlier the Library will be adding a DVD Collection. The additional space will allow the Video and CD Collections to expand. In addition, there will be carrels for the public to listen to CDs or audiocassettes and for the public to view VHS and DVD format videos.

- ❖ **Print Collections** – The increased space will allow the Library to expand its print collections. The Large Print Collection will be moved from behind the Fiction, where no one can see it to a visible area. The Needs Assessment shows that Monterey Park has an older population than the rest of Los Angeles County and the State. With an aging population more people will want to use these books. The International Collection will expand so there is more space for books that may be donated or purchased.

- ❖ **Technology** – Section 6 of this Plan of Service talks about Technology. The numbers of public computers in the Library will increase from 21 to 92. The monitors who will be hired with Measure C funds will help with the public use of these computers along with the staff in Reference and Technical Services. The Library will be adding Innovative Interface's Millennium System to improve access to the Library's collections and the databases. Technical Service is responsible for maintaining all the equipment in the Library. Additional help is provided from Knight Communications, which is the City's IT vendor.

- ❖ **Multipurpose, Group Study, Classrooms and Quiet Rooms** – The Library will be expanding the numbers of these and the capacity. The Quiet Room will not need to be booked. The Monitors will monitor its usage along with the other rooms. The Library will look into an automated booking system for the rooms. If that is not feasible, staff at the Reference Desk will book the Group Study Rooms;

LAMP Literacy will book the Multipurpose Room and the Classrooms. LAMP also will oversee and book the tutoring cubicles.

❖ **Seating –** The amount of seating in the Library will increase from 201 to 300. This is very important because presently there are times when people have to sit on the floor due to lack of space.

❖ **Friends Bookstore –** The Friends Bookstore is run by volunteers who are members of the Friends. The bookstore in the new design will be up front allowing more visibility for the public. There also will be expanded space for them to process and store materials for the Bookstore and any booksale.

Table 1. Plan of Service 2000 – 2020

YEAR OF PLAN	2000	2020
Service Population	60,051	72,000
Hours of Operation per Week	57	65
User Seating		
Open Seats	201	300
Seats at Technology & Equipment Stations	21	92
Collections		
Net Volumes added per year	10,000	10,000
Total Volumes in Collection	155,180	200,000
Current Magazine Titles	240	250
Audio Cassettes	4,823	2,000
Video Collections	4,824	11,275
CDs and other media	408	11,275
Microforms	57,311	70,000
Public Service Desks	3	3
Staff Workstations	35	49
Multipurpose Room	1 (80 seats)	100
Computer/AV Lab	0	1
Electronic Classrooms	0	2
Group Study Rooms	0	4
Friends Bookstore/Retail	1	1

5. Jurisdiction-wide Service: How Does the Project Fit Into the Overall Plan of Service For the Library Jurisdiction

The Plan of Service is predominantly the Expansion and Renovation Project. Without this Project Monterey Park cannot expand and add Library Services. Without the expansion the Library will not be able to add additional programs for teens, move the Large Print Collection so that it can be found, add DVD Collections in the Adult and Children's areas, add a CD Collection in Children's, let people use Internet terminals more than ½ hour per day because there is not room to add more computers, etc. Without the project the Library will continue to have a major parking problem, and there will be times when people cannot find a place to sit. **The Expansion and Renovation Project is the key to future Library Service in Monterey Park.**

Monterey Park is not a wealthy community. However, the community has put a great deal of effort and money, including $450,000 from fundraising, into acquiring the funds to expand the Library. The people were willing to pass a tax measure (Measure C) which required a 2/3rds vote to expand Library services. All the elected officials support the expansion. Monterey Park's Congressmember, State Senator and Assemblymember were honorary co-chairs of the fundraising campaign. The Board of Supervisor's member representing this District donated $75,000 to the fundraising campaign. The City Council contributed an additional $650,000 and individually, or from their businesses, they donated to the fundraising campaign. The Library Board donated personally to the campaign and spent countless hours on the campaign along with the Foundation members. Monterey Park cannot do it alone. Monterey Park needs the State's help.

6. Technology – Executive Summary

The Plan of Service calls for the addition of 92 computer and technology stations.

➢ 15-20 of the computers will be in a computer/AV lab. These computers will be used for staff-run Internet classes. Staff will conduct monthly classes in English and Mandarin. Staff and volunteers will conduct frequent classes in Spanish, Cantonese and, if need be, Vietnamese. Staff will also conduct classes in specialized types of and advanced searching. LAMP staff will use the lab to teach tutors about what is available on the Internet to help in tutoring. Tutors will use the computers with their learners to help them improve their English.

➢ The other computers will be spread around the Library so that the public can use them close to the stacks to find out what additional information may be available. 2-3 of the computers will be in a room with copiers so that they can be used for word processing only.

➢ There will be automated sign-up software which will allow the public to sign up for any available computer in the Library. With this increase they should be able to find something to use. The Library Board will be asked to extend the amount of time that the public can use the computer a day. It is presently a half-hour per day.

➢ The Library has Twinbridge Software on eight of the terminals. This software allows the public to input characters on a notepad into the Internet terminals to help in their search. This software would be added to some of the additional computers which will be purchased.

➢ The public will be able to view videos before checkout and to listen to CDs and audiocassettes in the Library.

The Plan of Service calls for improving the Library's web page. The City of Monterey Park presently has an RFP to improve the City's web page. The Library will participate on the Committee reviewing the RFP. The Library has many information screens on its services on the web page. These will be expanded. The Junior Friends plan to have a Page. The Friends and the Foundation already have a Page. The page also links to the Library's catalog and databases. The Library presently has EbscoHost (an index to magazine articles with full-text of about 1,000 magazines), NewsBank (full-text of THE LOS ANGELES TIMES, USA TODAY, SAN FRANCISCO CHRONICLE, CHRISTIAN SCIENCE MONITOR, and SAN DIEGO UNION-TRIBUNE) and Gale Student Resource Library. The Library will continue to monitor the usage of these databases, may delete some and add others depending on the community's needs. Also, on the web page is an icon to link to the Metropolitan Cooperative Library System 24/7 Reference service over the web. The Library will continue to work with MCLS on this service. The 24/7 service also works with tutor.com to provide answers to homework help questions. Once the Library's LSTA grant ends for tutor.com, the Library may not be able to afford continuing the service unless the price is reduced. If that happens, the Library still will have access to this service via the 24/7 service.

The Plan of Service calls for the Library to change its dumb terminal INNOPAC system to the Innovative Interfaces Millennium System, which allows graphics and is Windows-based. It will allow the user to go easily from the Library's catalog to the databases to the Internet. Staff will also have an easier time going between various functions on the system. The Library will be adding menus to its web page to allow searching of the Library's catalog in Chinese, Japanese and Spanish. Innovative Interface is the only OPAC, which displays CJK characters. Presently, the Library has menus on its dumb terminal system for English and Spanish. Three PCs have additional menus in Chinese and Japanese. The Library will also be allowing self-checkout and renewal of Library materials over the web. The Millennium will allow the renewal to go much more smoothly.

The Library plans to continue using the OCLC vendor for cataloging and Interlibrary Loan. OCLC is in the process of changing its software to upgrade what it will do. The Library plans to purchase whatever is needed to continue to use the OCLC service.

The Plan of Service calls for the Classroom and Multipurpose Room to be wired for the Internet and satellite reception. This will greatly help the tutors who are instructing those in English in small groups. It also will improve the programs the Library presents and will allow the Library to have interactive programs with places around the world.

A. Technology Integration with Needs

➢ The Needs Assessment shows that the public wants more computers. The Building Program increases the number to 92. This should allow people to have computer access when they need it. The Library will purchase automated sign-up software which will allow people to book a computer any where in the building that is not in use.

➢ The Needs Assessment indicates that people want expanded hours of usage. This will be investigated, but by using the Internet, the Library can provide 24/7 access to Reference services and its databases. This should help those people who want or need an answer to a question at 2:30 A.M. when the Library will not be open.

➢ The Needs Assessment indicates that people want access to materials in various languages. The Internet helps provide that need. By using TwinBridge Software, Asians are able to write in the characters and find what they need rather than having to search in English.

➢ The Needs Assessment shows that people want more help with literacy and citizenship. LAMP Literacy Program will teach tutors where to find the information on the web to help in their teaching of the learners. There will be terminals in the computer lab that they can use with their learners.